Volunteer Training & Support Manager

SCORE www.score.org.za

POSITION SUMMARY
Under the direction of the Operations Manager, the Volunteer Program Administrator is responsible for all phases of the volunteer program including recruitment, interviewing, placement, support and recognition of about 30 volunteers, to assist with the programs and services offered by the SCORE. The Volunteer Program Administrator oversees volunteer related activities in Southern Africa and provides assistance with web based recruiting for our other offices.

ESSENTIAL JOB FUNCTIONS

Recruitment/Interviewing/Orientation
• Establish and maintain liaisons with businesses, organizations, communities and tertiary institutes from which the volunteers are recruited
• Identify and recruit qualified and interested volunteers & student interns
• Interview potential volunteers & interns and assess motivation, skills and commitment
• Place volunteers & interns in appropriate communities of each country
• Update country information for General Orientation

Staff and Program volunteer needs assessment, placement and training
• Assess program and staff needs for volunteers
• Formulate and implement plan for volunteer program
• Work with staff to identify volunteer opportunities and job/task descriptions
• Ensure volunteers receive appropriate training
• Work with staff to train and supervise volunteers

Retain and Maintain volunteer involvement
• Phone calls, letters, and one-on-one interactions to provide support to the volunteers
• Quarterly site visits of volunteers in community
• Manage all emergencies of volunteers
• Maintaining strong relationships with volunteers
• Create opportunities to formally and informally recognize volunteer commitment and contributions.
• Submit nominations for community, state and national volunteer awards
• Evaluate volunteer program on an annual basis

Maintain management information system to track volunteers, volunteer time, and produce reports as needed
• Manage data using volunteer works database to track volunteer activities and demographics.
• Gather data and submit statistical reports

Qualifications Required
• Experience managing volunteer programs
• Knowledge of the community development using sport
• Experience in recruiting volunteers
• Personal experience as a volunteer
• Excellent written and verbal communication skills
• Drivers licence
• Solid computer skills and familiarity with databases

How to Apply
E-mail cover letter and CV to info@score.org.za by 30 October 2008. Qualified candidates will be notified.